



**SECRETARY OF STATE
STATE OF INDIANA
AUTO DEALER SERVICES
DIVISION**

CONNIE LAWSON
SECRETARY OF STATE

MELISSA REYNOLDS
Division Director

New System User Roles

The following established user roles are available for the Primary User and Administrator to use to set roles for their employees. For instructions on how to assign a user role, please see the “Dealers Getting Started” document, available at <http://www.in.gov/sos/dealer/index.htm>.

1. Primary User

The Primary User is the Primary Owner for the dealership according to the Auto Dealer Services Division records. This role is used to establish the initial relationship to an online dealer account. This role has complete access to the online dealer account, and can add, edit, and inactive all other users. Before a linked user is assigned a role by the Primary User, they will appear as a NewUser, which has no permissions.

The new Plates on Demand system is the only online service available for Phase 1. The Primary User will be able to request an increase in interim license plate limits, order and pay for credits for interim license plates, and print interim license plates. Additional online services will be made available in the second phase of the new system rollout. This user role will have complete access to those services when they are available.

To change the Primary User, you must complete an Amendment to Owner, Officer or Partner application (State Form 55954) and when that request is approved by the Division, the new Primary Owner will receive a letter with their PIN.

2. Administrator

3. The Administrator role is assigned to a user initially by the Primary User role. Multiple users can be assigned this role. The Administrator has complete access to the online dealer account, and can add, edit, and inactivate all other users. Before a linked user is assigned a role by the Administrator, they will appear as a NewUser, which has no permissions.

The new Plates on Demand system is the only online service available for Phase 1. The Administrator will be able to request an increase in interim license plate limits, order and pay for credits for interim license plates, and print interim license plates. Additional online services will be made available in the second phase of the new system rollout. This user role will have complete access to those services when they are available.

The Primary User or the Administrator may add, edit, or inactivate Administrator and all other user roles (except for the Primary User role).

4. **Finance/Sales**

The Finance/Sales role is assigned to a user by the Primary User role or the Administrator role. This user role cannot add, edit, or inactivate any other user role. Multiple users can be assigned this role. The new Plates on Demand system is the only online service available for Phase 1. The Finance/Sales role will be able to request an increase in interim license plate limits, order and pay for credits for interim license plates, and print interim license plates. Additional online services will be made available in the second phase of the new system rollout. This user role will have limited access to those services. Specifically, this user role will have access the following services in addition to Plates on Demand, *when they are available in Phase 2*:

- Complete the following dealer plate transactions online:
 - Request and pay for an increase in dealer plate limit;
 - Request and pay for additional dealer plates/registrations;
 - Report dealer plates as lost, stolen, or mutilated;
 - Request and pay for new plate types, if applicable.
- Request a replacement dealer license

5. **General Plates**

The General Plates role is assigned to a user by the Primary User role or the Administrator role. This user role cannot add, edit, or inactivate any other user role. Multiple users can be assigned this role. The new Plates on Demand system is the only online service available for Phase 1. The General Plates role *will be able to print interim license plates only*.

6. **General Office**

The General Office role is assigned to a user by the Primary User role or the Administrator role. This user role cannot add, edit, or inactivate any other user roles. Multiple users can be assigned this role.

This user role will have no functionality in Phase 1, and will have no access to Plates on Demand. This user will only see the Dealer Dashboard. Additional online services will be made available in Phase 2 of the new system rollout. This user role will have limited access to those services. Specifically, this user role will have access the following services *when they are available in Phase 2*:

- Complete the following online transactions:
 - Request and pay for Offsite Permit
 - Request and pay for Special Event Auction Permit
 - Request and pay for additional dealer plates/registrations
 - Request to Change Business Entity Type
 - Request and pay for to Change Dealer Address
 - Request and pay for to Change Dealer Name
 - Request replacement dealer license

7. **General Plates and Office**

The General Office and Plates role is assigned to a user by the Primary User role or the Administrator role. This user role cannot add, edit, or inactivate any other user roles. Multiple users can be assigned this role.



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This role is a combination of the General Plates role and the General Office role. The new Plates on Demand system is the only online service available for Phase 1. The General Plates and Office role will be able to print interim license plates only. Additional online services will be made available in the second phase of the new system rollout. This user role will have limited access to those services. Specifically, this user role will have access the following services *when they are available in Phase 2*:

- Complete the following online transactions:
 - Request and pay for Offsite Permit
 - Request and pay for Special Event Auction Permit
 - Request and pay for additional dealer plates/registrations
 - Request to Change Business Entity Type
 - Request and pay for to Change Dealer Address
 - Request and pay for to Change Dealer Name
 - Request replacement dealer license